EVENT NOTIFICATION

To: Qwest Wholesale Customers

From: Qwest IT Wholesale Systems Help Desk

Date: November 15, 2002

Subject: System Event Notification

☐ Initial   ☒ Update   ☐ Closure

This Event Notification is sent to advise you that Qwest had experienced trouble with the below system:

Ticket Number: 6085285   Ticket Severity: 3

Database Ticket: 1545344

Event Onset

Time: 4:30 MTN

☐ AM   ☒ PM

Date: 11/12/02

Description of Trouble: IMA EDI CLECs may receive additional information in a CSR response when submitting a CSR query.

Qwest business rules state that the valid value for USOCs in a CSR Response is 0-999. Qwest has identified circumstances where the CSR is returning more than 999 USOCs, which may fail in the CLEC EDI translator.

Business Impact: IMA EDI CLECs may not be able to translate a CSR Response.

Work Around: CLECs may request a partial CSR or CSR via FTP.

System/Application/
Process:

IMA-GUI	☐
IMA-EDI	☒
TELIS/EXACT	☐
E-Commerce Gateway	☐
CEMR	☐
Resale Product Database	☐
MEDIACC	☐
Other: _____	☐

Client Region:

Eastern	☐
Central	☐
Western	☐
All Regions	☒

Estimated resolution Time: hh:mm   MTN   ☐ AM ☐ PM   Date: mm/dd/yy

Event Closure   Resolution:

Time: hh:mm MTN

☐ AM ☐ PM

Date: mm/dd/yy

☐ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.